

Rule 1.08. Interest Payment on Deposits

- A. A TP shall pay interest annually on deposits pursuant to Ark. Code Ann. § 23-4-206.
- B. Interest shall not accrue on any deposit after the date the TP has made and documented a good faith effort to return the deposit to the depositor.

Rule 1.09. Service Availability

Each TP shall provide all services and offerings on a continuous 24 hour basis. For example:

- (1) Local and toll switched or non-switched circuits and functions;
- (2) Equipment or personnel to receive customer trouble reports; and,
- (3) Emergency repair service.

Rule 1.10. Safe and Adequate Service

- A. Each TP shall operate and maintain its entire system so that service is safe, adequate, and reliable.
- B. Each TP shall inspect its entire system as necessary to have a reasonable knowledge of the system's condition at all times.

Rule 1.11. Construction Standards

For new construction of TP plant, the current issues of the American National Standard Institute's National Electrical Safety Code (NESC) published by The Institute of Electrical and Electronics Engineers, Inc., and/or the National Electrical Code (NEC) published by the National Fire Protection Association, are designated as the standards.

Construction completed prior to the effective dates of current standards shall be in accordance with the standards in effect at the time of construction.

Rule 1.12. Facility Identification

- A. TP facilities shall be marked or numbered in accordance with the current issues of the NESC to identify the owner and location; e.g. Sections 217A3, 220D, and 220E in the 1993 NESC. The date the facilities or equipment were first placed into service shall be recorded on appropriate records.
- B. When 2 or more utilities jointly own a structure, each utility shall have a distinguishing mark on the structure.

Rule 1.13. Marking Locations of Underground Facilities

Unless otherwise agreed to by the excavator, each TP shall mark the approximate location of its underground facilities, in compliance with Ark. Code Ann. §§ 14-271-110 and 14-271-111, within 2 business days of notification from the One Call Center or the excavator.

II. LOCAL SERVICE

SECTION 2. CUSTOMER RELATIONS

Rule 2.01. Service Information

A. Printing Requirements

- (1) Each LEC shall provide the information required in Rule 2.01.B. in the form of one or more brochures, or include the information in the front of a telephone directory distributed to all customers.
- (2) The information required in Rule 2.01.B. shall be in plain language and printed in a format that is easy to read and understand. The information shall also state in bold print that the Arkansas Public Service Commission requires LECs to provide this information.

B. Information Requirements

Each LEC provider shall provide the following information based on the class of service:

- (1) A list and description of all rates for basic local exchange access service and any discounts which would apply to that service;
- (2) All billing plans and options available to the customer;
- (3) A summary of rules and procedures for the payment, refund, and guarantee of deposits;
- (4) A summary of billing rules and procedures;
- (5) An itemized bill description, if not shown on the bill;
- (6) Procedures for verifying the accuracy of a bill;
- (7) A description of any automatic adjustment charge;
- (8) A summary of the rules and procedures for paying bills to include payments made to authorized payment agents;
- (9) A summary of the delayed payment agreement rules and procedures -- information on delayed payment agreements shall say that a customer who is having difficulty paying

a LEC bill may, if qualified, make payments in installments;

- (10) A summary of the rules and procedures for suspension, reconnection, and termination of service;
- (11) The options available to customers to avoid shut-off of service when a customer is away for an extended period;
- (12) A summary of the rules and procedures for giving someone else notice before shutting off a customer's service (Third-Party Notification procedures);
- (13) A summary of the rules and procedures for helping households avoid shut-off when there is a serious medical condition, elderly customer, or handicapped customer;
- (14) The local and/or toll-free telephone numbers, and a statement that the customer may contact the LEC for a list of authorized payment agents in the customer's area;
- (15) Procedures for making a complaint to the LEC and the Commission;
- (16) Toll-free and local telephone numbers of the Commission and the mailing and street address of the Commission; and,
- (17) A statement that these Rules are available through each LEC's business office.

C. Distribution Requirements

(1) To Applicants

Each LEC shall give all information required by Rule 2.01. to each applicant.

(2) On Request

Each LEC shall provide the information required under Rule 2.01. to anyone upon request.

LECs who include this information in the front of the telephone directory may refer members of the public to their directory and are not required to provide a copy of this information.

(3) To Commission

A current copy of all information required by Rule 2.01. and any revisions to that information shall be provided to the Commission's Consumer Services Office.

D. Tariffs

Each LEC shall keep on file and, upon request, provide access to its current effective tariffs.

Rule 2.02. Directory Listing for Billing and Services

Each LEC shall list, in a local exchange directory covering any area it serves, the telephone numbers that customers may call toll-free to report problems or ask about bills or services. Collect calls accepted by the LEC are considered to be toll-free calls.

Rule 2.03. Customer Notice of Rule and Service Changes

- A. The General Staff of the Commission will provide an annual summary of Commission-approved changes to the Rules. Each LEC shall annually update the information required by Rule 2.01. The General Staff's summary will not be legally binding.
- B. If a LEC intends to change service in a way that would substantially affect the provision of the service or the operation of any device, or equipment, it shall notify all affected customers by mail, bill insert, or other reasonable medium at least 30 days before the change.

Rule 2.04. Service, Usage, and Billing History Information

Customers or former customers shall be able to obtain a statement of the customer's account record as recorded under Rule 7.02. The customer shall be informed at the time of the request of any charge for the statement.

Rule 2.05. Customer Service

A. Service Requirements

LEC personnel who serve the public shall be familiar with the content of all Commission Rules which apply to their respective job responsibilities.

B. Customer Access to Business Office Personnel

- (1) Each LEC shall have personnel available at all times during business hours with the authority to make delayed payment agreements and handle customer questions and complaints.
- (2) All customers shall have toll-free telephone access to the appropriate business office. Collect calls accepted by the LEC are considered to be toll-free calls.

C. Payment Arrangements - Customer Information and Referral

When a customer informs a LEC that he will have difficulty paying a bill, the LEC shall offer to:

- (1) Inform the customer of his rights and obligations under Rule 6.12. covering delayed payment agreements; and,
- (2) Refer the customer to personnel with the authority to make payment arrangements for the LEC as required under Rule 6.12.

Rule 2.06. Complaints to the Local Exchange Carrier

A LEC shall fully and promptly investigate all complaints. LECs shall ensure that personnel follow these procedures and meet these standards:

A. Personnel

LEC employees responsible for dealing with the public shall promptly handle complaints or refer them to someone who can handle the complaint.

B. Complaint Records

LECs shall record all complaints and keep the record as required by Rule 7.04.

C. Form of Complaint

A customer shall not be required to visit the business office to make a complaint. A customer may make a complaint either orally or in written form.

D. Effect of Complaint on Suspension

- (1) When a customer disputes a reason for shutting off service, the LEC shall not suspend service while the LEC or the Commission processes the complaint. If the reason for shutting off service is Rule 6.01.A., D., E., F., H., O., or Q., the customer may be required to post a deposit equal to the disputed amount while the LEC or the Commission processes a complaint. The customer must pay any undisputed amounts by the date printed on the most recent shut-off notice to avoid suspension of service. If the LEC is in error, the deposit will be promptly refunded with interest.
- (2) The LEC may waive the deposit allowed by this Rule.
- (3) Nothing contained in Rule 2.06.D.(1) shall prevent a customer who fails to post a deposit under this Rule from complaining to the Commission, but such action shall not affect the LEC's right to suspend service.
- (4) The LEC may suspend service for some other valid reason set out in Rule 6.01. while the LEC or the Commission processes the complaint.

E. Report

- (1) A LEC shall report, either by telephone, mail, or in person, the results of its investigation to a complainant within 3 business days of its completion.
- (2) If the LEC does not resolve the complaint, the LEC shall:
 - a. advise the complainant of his right to complain to the Commission without incurring a filing charge;
 - b. include the mailing and street address and telephone numbers (local and toll-free) of the Commission's Consumer Services Office; and,
 - c. advise the complainant that he may still ask the Commission to review the complaint after suspension.

Rule 2.07. Complaints to the Commission

A. Informal Complaints

(1) Information Required

Complaints may be in written or oral form. Complainants shall give a name, address, name of the LEC involved, account number if known, detailed description of the complaint, and the desired result.

(2) Notice to Customer and Local Exchange Carrier

Within 3 business days after receiving an informal complaint, the Commission shall:

- a. explain complaint procedures to the complainant by telephone or in writing; and,
- b. provide the details of the complaint to the LEC.

(3) Local Exchange Carrier Contact for Complaints

Each LEC shall give the Commission's Consumer Services Office a current list of personnel who answer Commission questions about complaints. A LEC representative with the authority to process Commission questions about complaints must reasonably be available during business hours.

LECs shall immediately report any change in the contact personnel to the Commission's Consumer Services Office.

(4) Responses to Requests for Information

A LEC shall respond to Commission inquiries concerning any complaint as quickly as possible but not later than 15 days after receipt.

(5) Effect Of Complaint on Suspension

- a. When a customer disputes a reason for shutting off service, the LEC shall not suspend service while the LEC or the Commission processes the complaint. If the reason for shutting off service is Rule 6.01.A., D., E., F., H., O., or Q., the customer may be required to post a deposit equal to the disputed amount while the LEC or the Commission processes a complaint. The customer must pay any

undisputed amounts by the date printed on the most recent shut-off notice to avoid suspension of service. If the LEC is in error, the deposit will be refunded with interest.

- b. The LEC may waive the deposit allowed by this Rule.
- c. Nothing contained in Rule 2.07.A.(5)a. shall prevent a customer who fails to post a deposit under this Rule from filing a formal complaint with the Commission.
- d. The LEC may suspend service for some other valid reason set out in Rule 6.01. while the LEC or the Commission processes the complaint.

(6) Commission Investigation and Report

The Commission shall investigate each informal complaint, issue an informal complaint investigation report to the complainant, and notify the LEC of the results of the investigation. The Commission will provide the LEC a copy of any written investigation report given to the complainant.

(7) Disputed Results

The LEC or the complainant may file a formal complaint if not satisfied with the informal complaint results. The Commission shall provide information to the complainant which explains formal complaint procedures.

II. LOCAL SERVICE

SECTION 3. APPLICATION FOR SERVICE

Rule 3.01. Application for Service

A. Application Methods

New service, additional service, transfer of service, or a change in service may be requested in writing, or, at the discretion of the LEC, by telephone.

B. Record of Application

Each LEC must keep a record of each written or verbal application for service as required by Rule 7.01.

C. Precedence of Service

LECs shall not unreasonably discriminate in processing applications for service. Priority shall be given to applications involving medical emergency, and public health and safety.

D. Connection Deadlines

LECs shall connect service within the time frames required by Rule 9.01.

E. Information Provided at Time of Application

(1) Explanations and Assistance

- a. A LEC shall, if requested, inform applicants about all rates, payment plans, and equipment options available for the applicant's class of service.
- b. A LEC shall explain how often a customer's bill is mailed and when the bill is considered past due.
- c. If a LEC requires a cooperative membership fee, a security deposit or guaranty for the applicant to receive service, the LEC shall explain requirements and payment options.

- d. LECs shall tell applicants that residential service connection fees may be billed in installments.

(2) Expected Service Date

When an applicant requests service, a LEC shall provide an expected service date according to the service connection procedures in Rule 9.01.

Rule 3.02. Application Form - Submission Requirements

A current copy of the form to be used for the application for service and any revisions to that form shall be provided to the Commission's Consumer Services Office.

Rule 3.03. Extension of Service

A. Requirements for Extension of Service

- (1) Extension of facilities shall be made according to:
 - a. the requirements in Rules 9.01. and 9.02., and the Commission's Rules of Practice and Procedure;
 - b. the Extension of Service Agreement set out in Subsection B of this Rule if the applicant is required to pay any cost; and,
 - c. the LEC's extension of facilities tariff.
- (2) The cost of the extension shall be based on the most economically feasible route from the LEC's nearest point of connection to the applicant's point of delivery, consistent with sound engineering design for the LEC's system.
- (3) If the LEC sizes facilities in excess of the applicant's requirements for service, any cost to be paid by the applicant shall be adjusted to reflect only the cost of his service requirements.

B. Extension of Service Agreement

If service will be provided, the LEC shall provide the Extension of Service Agreement to the applicant and explain any payment options within 30 business days of receipt of the application for service. If additional time is needed by the

LEC during this 30-day period, the LEC will notify the applicant in writing of the reason for delay.

If a cost to the applicant will be required to extend service, the LEC may require the applicant to sign an Extension of Service Agreement before construction begins.

The Extension of Service Agreement shall include the following:

- (1) Name and address of the applicant;
- (2) Date of application;
- (3) Location and description of the service point;
- (4) A summary of the engineering study, if any;
- (5) A sketch of the construction route;
- (6) Explanation of all charges to the applicant in reasonable detail;
- (7) Estimated starting date of construction;
- (8) Estimated completion date of construction;
- (9) Terms of payment; and,
- (10) Customer reimbursement by the LEC, if applicable.

Rule 3.04. Refusing Service

A. Reasons for Refusal

A LEC may refuse service to an applicant for the following reasons:

- (1) A bill from the LEC for telecommunications service remains unpaid in the applicant's name;

EXCEPTION:

A LEC may not refuse service to an applicant because of unpaid bills for merchandise or non-telecommunications services purchased, rented, or leased from or through the LEC.

- (2) Application for service following the relocation of the applicant and a former customer to new premises from premises where a bill remains unpaid for service which was provided to the former customer while the applicant was a full-time occupant;
- (3) Application for service at premises where there is an unpaid telecommunications bill and where:
 - a. the former customer who owed the bill remains at the premises;
 - b. a full-time occupant of the premises when the bill was incurred remains at the premises; or,
 - c. a full-time user of the service when the bill was incurred remains at the premises.
- (4) The applicant is not in compliance with a Commission order, a delayed payment agreement, or an extension agreement with the LEC entered with respect to service previously rendered to the applicant;
- (5) The applicant has not paid an approved fee, charge, or deposit as provided for in these Rules or the LEC's tariffs;
- (6) The applicant has not furnished adequate assurance of payment in the form of a deposit or other security for service within 20 days of an order for relief under the United States Bankruptcy Code, U.S.C.A. Title 11 § 366;
- (7) There is evidence that the applicant is using service in an unauthorized manner or is tampering with the equipment furnished and owned by the LEC;
- (8) A misrepresentation by the applicant relevant to the conditions under which the applicant may obtain telecommunications service;
- (9) The applicant has not provided acceptable evidence of identity. Acceptable evidence includes the following:
 - a. driver's license or state ID card;
 - b. military ID;
 - c. ID from place of employment;
 - d. social security card;
 - e. current student ID;
 - f. passport;
 - g. birth certificate; and,

h. any other evidence which would establish identity;

If a LEC reasonably believes that the evidence offered is unreliable, it may refuse to accept it and seek additional evidence from the applicant.

- (10) The applicant is not in compliance with all state and/or municipal regulations governing the service applied for;
- (11) The applicant is not in compliance with the currently effective tariffs;
- (12) The service applied for is of such character that it is likely to unfavorably affect the service to other customers;
- (13) The connection of service to the applicant's equipment would create a hazard;
- (14) The applicant is causing or threatening injury to a LEC employee or an employee's family to retaliate for or prevent an act the LEC performs in the course of business; or,
- (15) The applicant is causing or threatening damage to LEC property.

B. Notice to Applicant

If a LEC refuses to serve an applicant, it shall give an explanation in writing to the applicant within 7 business days. The explanation shall include the following:

- (1) The reason for refusing service, including the applicable Commission Rule;
- (2) The conditions, if any, under which service would be provided; and,
- (3) The applicant's right to complain to the Commission, including the local and toll-free telephone numbers and mailing and street address of the Commission.

Rule 3.05. Disputed Charge: Providing Service

- A.** When a LEC refuses to serve an applicant for not paying a previous bill and the applicant disputes the amount due, the applicant may complain to the Commission.

- B. A LEC may require a deposit of the disputed amount before serving the applicant. However, a LEC may waive this deposit.
- C. Once a deposit of the disputed amount is either posted or waived, the LEC shall serve the applicant, pending final disposition of the dispute.
- D. When the complaint is resolved, the LEC shall promptly refund any part of the deposit found to be due the applicant with interest from the date of the deposit.

II. LOCAL SERVICE

SECTION 4. DEPOSITS

Rule 4.01. Deposits from Applicants

A. Conditions

A LEC may require a deposit from any applicant to guarantee payment for service, subject to the conditions in Subsections A.(1) and (2).

- (1) A LEC may not require a deposit or other guaranty based upon income, residential location, race, color, home ownership, creed, sex, marital status, age, or national origin.
- (2) A LEC shall not demand a deposit as a condition of service from an applicant for residential service unless one or more of the following criteria applies:
 - a. the applicant cannot provide proof of a satisfactory payment history with a LEC for the previous 12 months.
 - b. the applicant has a past due, unpaid account for previous service with the LEC which is not in dispute.
 - c. the applicant did not pay bills from the LEC by the close of business on the due date 2 times in a row or any 3 times in the last 12 months.
 - d. the applicant gave the LEC 2 or more checks in payment for previous service within the most recent 12 month period of service which were returned unpaid for reasons other than bank error.
 - e. the applicant's service from the LEC has been suspended during the last 24 months for one or more of the following reasons:
 - (i) nonpayment of any undisputed past due bill(s); or,

- (ii) misrepresentation of the applicant's identity for the purpose of obtaining service; or,
 - (iii) failure to reimburse the LEC for damages due to negligent or intentional acts of the customer; or,
 - (iv) obtaining, diverting, or using service without the authorization or knowledge of the LEC.
- f. information provided by the applicant upon application for service or within the previous 2 year period is materially false or materially misrepresentative of the applicant's true status, and the misrepresentation is relevant to the conditions under which the applicant may obtain service.

B. Amounts

LECs shall determine the amount of a deposit as follows:

- (1) The deposit shall not be more than 2 average bills as defined in Rule 4.03. if payment for service is due after service begins;
- (2) The deposit shall not be more than 1 average bill as defined in Rule 4.03. if payment for service is due before service begins;
- (3) If a LEC discovers that an applicant has used service without authorization or tampered with the LEC's equipment, it may charge that applicant a total deposit of not more than 6 average bills, plus the potential damage to the LEC's equipment. The LEC may not charge this deposit if the customer has received more than 2 years cumulative service since the unauthorized use or tampering was discovered;
- (4) If the LEC has proof of a misrepresentation by the applicant relevant to the conditions under which the applicant obtained service, it may charge that applicant a total deposit of not more than twice the maximum bill. The LEC may not charge this deposit if the customer has received more than 2 years cumulative service since the misrepresentation was discovered.

- (5) In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, the LEC may require an applicant to furnish adequate assurance of payment in the form of a deposit or other security.
- (6) If the applicant has previously left the LEC's service owing a bill and that bill is unpaid at the time of application, the LEC may require a deposit equal to twice the maximum billing.

C. Payment Procedures

Except for deposits under Rule 4.01.B.(3), applicants shall be allowed to pay the deposit in 2 installments - ½ of the deposit before receiving service and the remaining ½ by the due date of the first bill.

D. Receipts

LECs shall give customers receipts for their deposits upon customer request.

Rule 4.02. Deposits from Customers

A. Conditions

A LEC may only require a new deposit or an increase in the amount of a deposit from a customer for the following reasons:

- (1) The customer failed to pay a bill before the close of business on the shut-off date within the last 12 months;
- (2) The customer gave the LEC 2 or more checks which were returned unpaid for reasons other than bank error in the last 12 months;
- (3) The customer did not pay bills by the close of business on the due date 2 times in a row or any 3 times in the last 12 months;
- (4) During the last 24 months, the customer misrepresented his identity or other facts relevant to the conditions under which the customer obtained or continued service;
- (5) The customer used service without authorization, tampered with the LEC's equipment, or inflicted damage to the LEC's equipment during the last 2 years;

- (6) The customer used more service than the estimate on which the LEC based the deposit. The LEC may not charge any additional deposit under Subsection A.(6) after the first 12 months of service unless the customer moves the service to a new location or expands the business or scope of operation at the original location;
- (7) In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, the LEC may require a customer to furnish adequate assurance of payment in the form of a deposit or other security. This deposit may be in addition to all other deposits posted with the LEC before the bankruptcy filing.

B. Amounts

When a LEC charges a new or additional deposit, the total amount on deposit at any time shall not be more than the total of the customer's 2 highest bills during the last 12 months.

EXCEPTIONS:

(1) Deposit for Fraud or Tampering

If the reason for requiring a deposit is unauthorized use of service or tampering with LEC's equipment, the total amount on deposit with the LEC shall not be more than the estimated bill for 6 average billing periods plus the cost of potential damage to LEC's equipment.

(2) Bankruptcy

See Rule 4.02.A.(7) above.

C. Written Notice

A LEC shall explain in writing the reason for charging any new or additional deposit, the amount of the deposit, when the deposit must be paid, and the consequences of failing to pay the additional deposit.

D. Payment Procedures

Except for deposits under Rule 4.02.A.(5), a customer may pay any new or additional deposit in two installments by the due dates of his next two bills.

E. Receipts

LECs shall give customers receipts for their deposits upon customer request.

Rule 4.03. Calculation of Average Bill

A. For Adequate Billing History

The average bill is the total of the last 4 months' bills divided by 4.

B. For Inadequate Billing History

If a customer or an applicant for service has fewer than 4 months billing history with the LEC, the average bill shall not be more than the anticipated amount of one month's bill.

Rule 4.04. Guaranty in Place of a Deposit

A. Requirements

(1) Residential Customers

Instead of a deposit, a LEC shall accept the written guaranty of a qualified third party to pay an amount equal to the deposit. If a third party is a residential customer of the LEC and meets the following conditions, he is qualified to act as a guarantor on one residential account:

- a. the customer presently has no deposit on file on his own account;
- b. the customer has had service for at least 12 months;
- c. the customer has not paid late more than two times in the last 12 months; and,
- d. the customer has not had service suspended for failure to pay in the last 12 months.

(2) Non-residential Customers

Instead of a deposit, a LEC may accept the written guaranty of another customer to pay an amount equal to the deposit.

(3) Residential and Non-residential Customers

The LEC may allow a customer to guarantee more than one account.

B. Liability

- (1) The liability of a guarantor shall be limited to the amount required for a deposit when the guaranty was made, or a revised amount allowed by Rule 4.02. and agreed to by the guarantor.
- (2) The guaranty shall end when a deposit would be refunded as outlined in Rule 4.05. or when the guarantor's account is closed.
- (3) The LEC shall provide the guarantor a copy of the Guaranty Agreement Form which clearly states the amount of the guarantor's liability and which has been signed by the guarantor and the LEC. The guarantor's agreement shall be in the form set out in Subsection D. of this Rule.

C. Collection

A LEC may collect the guaranteed amount on the guarantor's account as if it were a charge for service.

D. Guaranty Agreement Form

A guaranty agreement shall be in the following form and must be signed by the guarantor and the LEC's representative:

GUARANTY AGREEMENT

In consideration of _____ (local exchange carrier) providing service to the below named person(s), I agree to be liable for an amount not to exceed \$_____ in lieu of a deposit for the following person(s):

NAME: _____

ADDRESS: _____

ACCOUNT #: _____

I also understand that _____ (local exchange carrier) may transfer up to the above amount to my active account if the above-named person does not pay all of the final bill after the account has been closed. I understand I will be responsible for the lesser of the deposit or the amount the above-named person actually owes _____ (local exchange carrier). This guaranty will transfer to my account (at other locations) should I change my service address. The guaranty on a residential account shall expire under the same conditions as would result in the refund of a deposit. I understand that local exchange carriers are not required to refund deposits on business or commercial accounts until the account is closed. I understand that I cannot terminate this guaranty before that time unless my account is closed. The amount of the guaranty is limited to the amount required for a deposit when the guaranty is made.

Signed: _____
Local Exchange Carrier
Representative

Signed: _____
Guarantor

Date: _____

Name: _____

Address: _____

Account #: _____

Date: _____

Witness: _____

Rule 4.05. Refunding Deposits

- A. If a residential customer has paid all bills by the due date for the last 12 months, a LEC must promptly refund the deposit. LECs are not required to refund deposits on business or commercial accounts until the account is closed. Refunds may be made through a credit on the next billing cycle.

EXCEPTIONS:

(1) Fraud or Tampering

If the reason for requiring a deposit is unauthorized use of service or tampering with the LEC's equipment, a LEC does not have to refund the deposit until an account is closed.

(2) Bankruptcy

If the deposit was subject to the jurisdiction of the United States Bankruptcy Courts, the LEC shall comply with the United States Bankruptcy Code in refunding or retaining the deposit.

- B. When an account is closed, a LEC shall apply any deposit and accrued interest to the amount due the LEC. The LEC shall promptly refund any balance due the depositor.

Rule 4.06. Deposits and Customer Name Changes

A LEC may not require a residential customer to make or increase a deposit because of a name change, unless one or more of the conditions set out in Rule 4.02.A. applies.

Rule 4.07. Deposits and Changes in Service Locations

Except as provided in Rule 4.02.A., a LEC shall not charge an additional deposit if a customer requests that his service end at one location and that the same kind and class of service from the same LEC begin at another location and the change takes 90 days or less.

II. LOCAL SERVICE

SECTION 5. BILLING

Rule 5.01. Information on Bill

Each bill shall contain the following information:

- A. Name and telephone number or identifying number under which service is billed;
- B. The beginning and ending dates of the billing period;
- C. The net amount of all payments and other credits made to the account during the billing period;
- D. Any previous balance due;
- E. The amount of any "late payment charge" and an explanation of when it will apply;
- F. The date the bill was mailed;
- G. The date the bill is due;
- H. A list of all charges or credits, including:
 - (1) Deposit installments;
 - (2) Deposit refunds;
 - (3) Automatic adjustments;
 - (4) Customer or minimum charges;
 - (5) Taxes, listed by kind;
 - (6) Charges for other utility service;
 - (7) Charges for non-utility merchandise, service, or equipment;
 - (8) Basic service;
 - (9) Federal end user common line charge;

- (10) Equipment;
- (11) Custom calling services;
- I. If a LEC uses industry-specific abbreviations for terms that explain the billing, it shall identify them on the bill;
- J. A statement that the customer may contact the LEC about any problem with billing or service, or for a delayed payment agreement. The statement shall include an address and a telephone number where customers can call the LEC without charge.

Rule 5.02. Bill Form - Submission Requirements

A current copy of the form to be used for billing and any revisions to that form shall be provided to the Commission's Consumer Services Office.

Rule 5.03. Billing Periods and Standards

- A. LECs shall bill customers regularly. The billing period shall be no less than 25 days and no more than 35 days unless it is the first or final bill. This provision does not apply to the billing of intrastate access service.
- B. If a LEC alters a billing cycle by more than 5 days, it shall notify affected customers 30 days before the change in the billing cycle. A LEC may notify affected customers by bill insert with the bill preceding the change.
- C. If payment is initially made at a business office, billing records shall show the date payment is received. If payment is initially made to an authorized payment agent before the LEC's close of business on the due date, billing records may show the date the payment was posted as long as the account record shows that the payment was not late.
- D. If a LEC discovers a billing error, it shall promptly notify customers who may be affected.